



CITY OF SAN ANTONIO  
**NEIGHBORHOOD & HOUSING  
SERVICES DEPARTMENT**

# Emergency Housing Assistance Program

Edward Gonzales, NHSD Assistant Director

July 27, 2021



# City of San Antonio Emergency Rental Assistance Program

## COVID-19 EHAP Phase IV Allowances by AMI

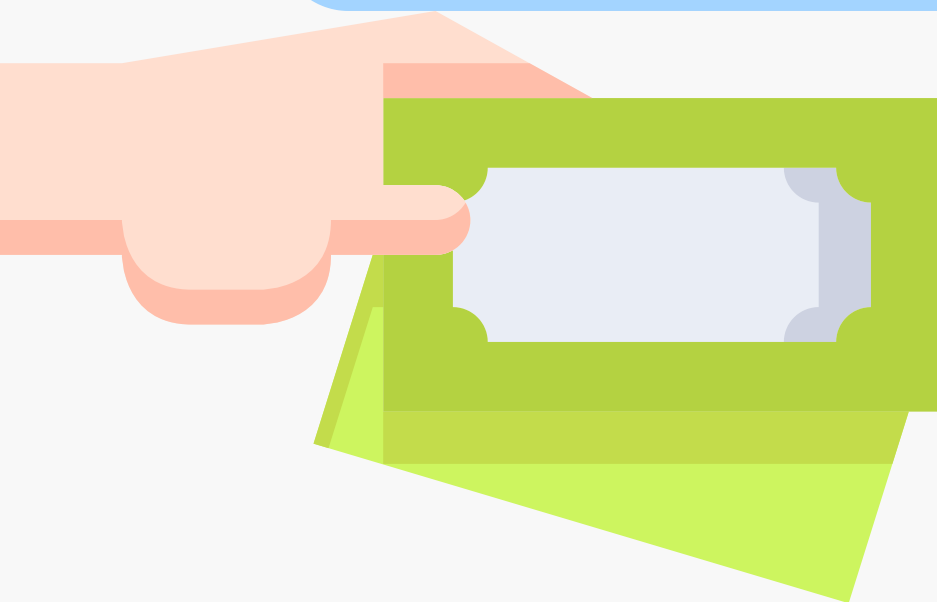
Rental, Utility, and Internet Assistance as of February 18, 2021

Income	Rent <sup>1</sup>	SAWS <sup>2</sup>	CPS <sup>2</sup>	Internet <sup>2</sup>
<b>At or below 50% AMI</b>	Up to 9 months	✓	✓	✓
<b>Between 51% - 80% AMI</b>	Up to 6 months	✓	✓	✓

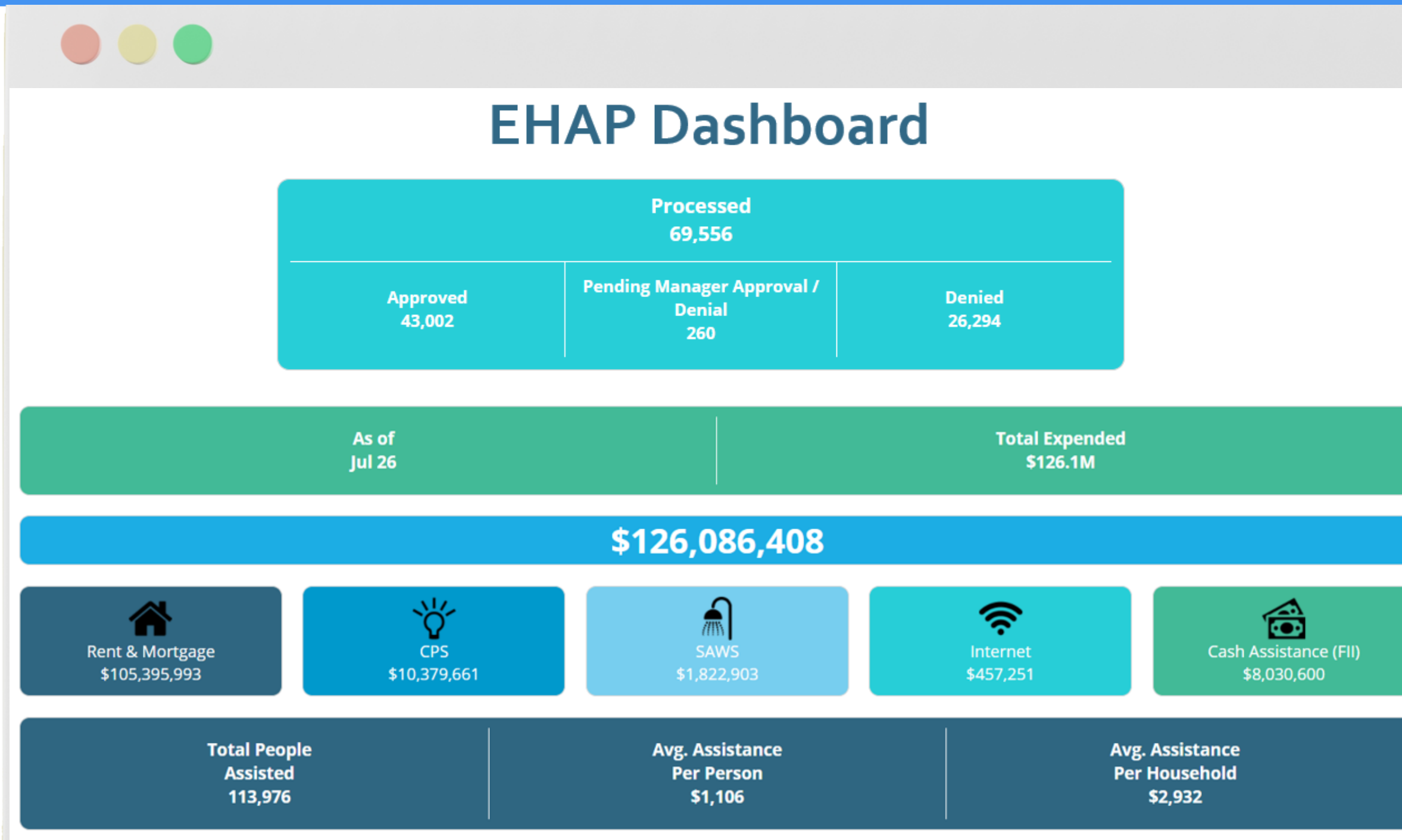
1 - Previous assistance will not be counted towards assistance allowances

2 - Provide assistance for current bill

Qualified applicants can receive up to nine months of housing assistance depending on income and help them catch up on utility bills including internet assistance. Applications can be found and submitted on-line at the City's website and assistance to fill out the application can be provided by calling 311 or 210-207-5910.



# EHAP Dashboard



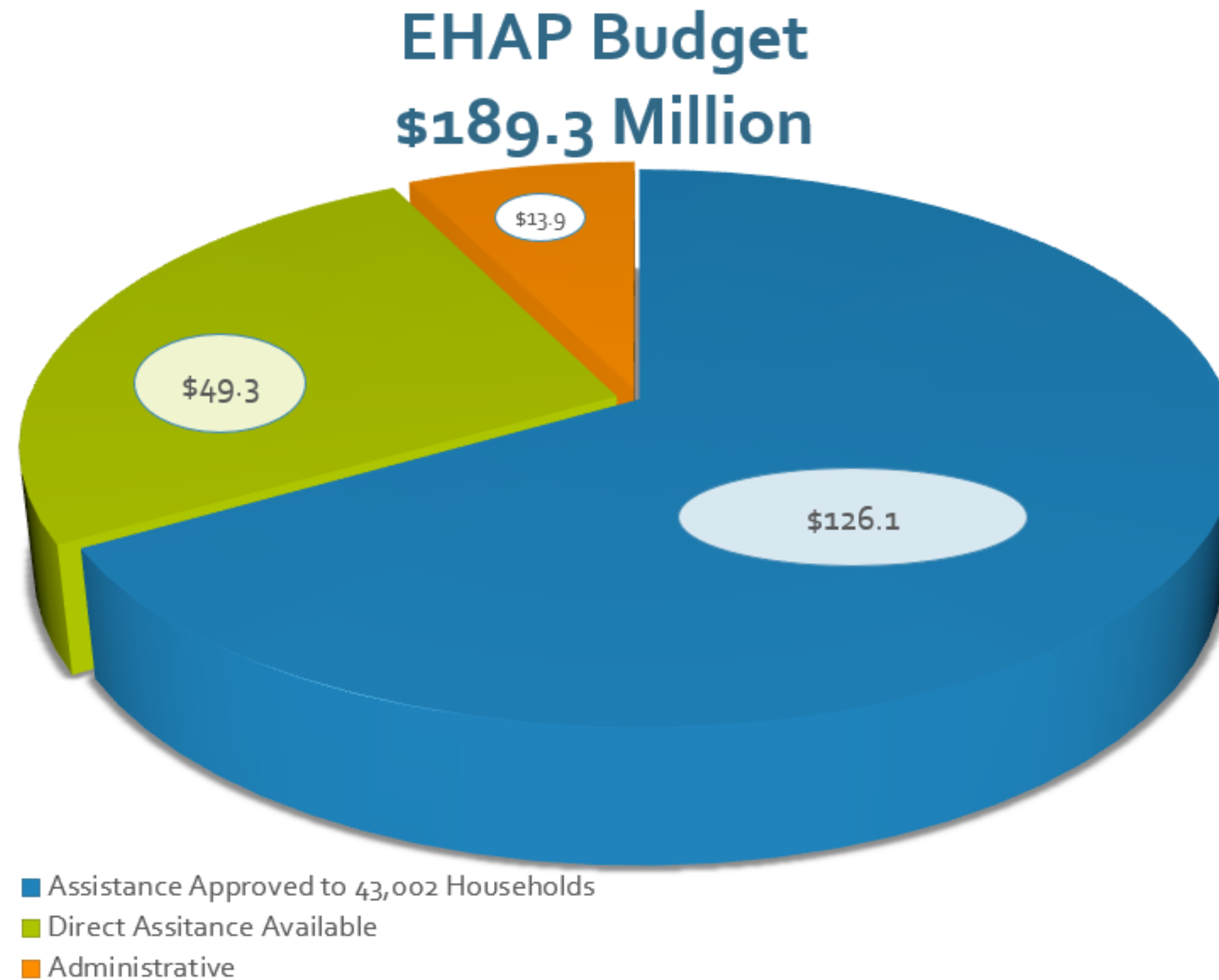
## FUNDING STILL AVAILABLE

The EHAP Dashboard allows you to see in real time:

- ✓ Applications processed
- ✓ Current Funding
- ✓ Breakdown of assistance provided by service
- ✓ Demographics

[dhs.mendixcloud.com/p/dashboard](https://dhs.mendixcloud.com/p/dashboard)

# EHAP Budget



# Notice of Tenants' Rights

**Your Rights & Resources After Receiving a Notice to Vacate For Non Payment of Rent**

City of San Antonio requires that we deliver this information to you.

**You should know:**

The Notice to Vacate is not an eviction. It is only the first step in the eviction process. It does not mean you must move out immediately. You still have time to resolve the issue. You do not need to leave your dwelling right now and should not move without talking to your landlord first. **Learn more about your rights & next steps.** Refer to this self-help legal information provided by Bexar County:

<https://www.bexar.org/DocumentCenter/View/22596/Self-Help-Legal-Information-Packet-When-an-Eviction-Case-Has-Been-Filed-Against-You-PDF>

**What you can take now:**

Contact your landlord right away to try to work out a payment arrangement. Payment arrangements should be in writing and signed by both you and your landlord.

**There is help.** If you need help, there are resources available to you:

- **Questions about your rights and resources:** Please call 210-207-5910 (City of San Antonio)
- **Help with paying rent, utilities, fees and, if needed, moving costs:**
  - i. **City of San Antonio:** Call 210-207-5910 or visit: [www.sanantonio.gov/emergencyhousingassistance](http://www.sanantonio.gov/emergencyhousingassistance).
  - ii. **Guadalupe Community Center:** Call 210-226-6178

Funding for rental and utility assistance is limited.

**What can happen after you receive a Notice to Vacate?**

After the Notice to Vacate has been delivered, the landlord may file a suit in a Justice Court. The Justice Court will set a date for the hearing which is usually within 21 days of the filing. The Court will notify you of the date you must appear.

You may appear at the hearing and defend your rights. The court will hear the case and issue a decision. If you do not appear, a judge may conclude that you do not oppose the eviction and issue judgment for the landlord. You have the right to appeal.

If you can work out an agreement with your landlord before the eviction hearing begins, show the court your agreement. The landlord will usually dismiss the case if you pay everything due before the hearing.

If you do not move or file an appeal within five days of the hearing, the landlord can request a Writ of Possession from the Court. A 24-hour notice will be posted on your door before the Writ of Possession is carried out by removing you and your personal belongings from your residence.

**Remember that you have options and there are people who can help you.**

It is a good idea to communicate with your landlord during the entire process to work out an agreement. There are City, County, or community services designed to help.

Name of Resident: \_\_\_\_\_

Address/Unit: \_\_\_\_\_

Method of Delivery: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_

## Local Ordinance Effective July 25th, 2020

- Requires a Notice of Tenants' Rights to be issued with notices to vacate for non-payment of rent
- Applies to all properties within city limits
- Outlasts CARES Act protections
- The form cannot be modified
- Landlord should retain documentation of their delivery of the signed and dated form
  - Email verification that the notice was delivered
  - Photo of notice posted with notice to vacate

## Three Goals:

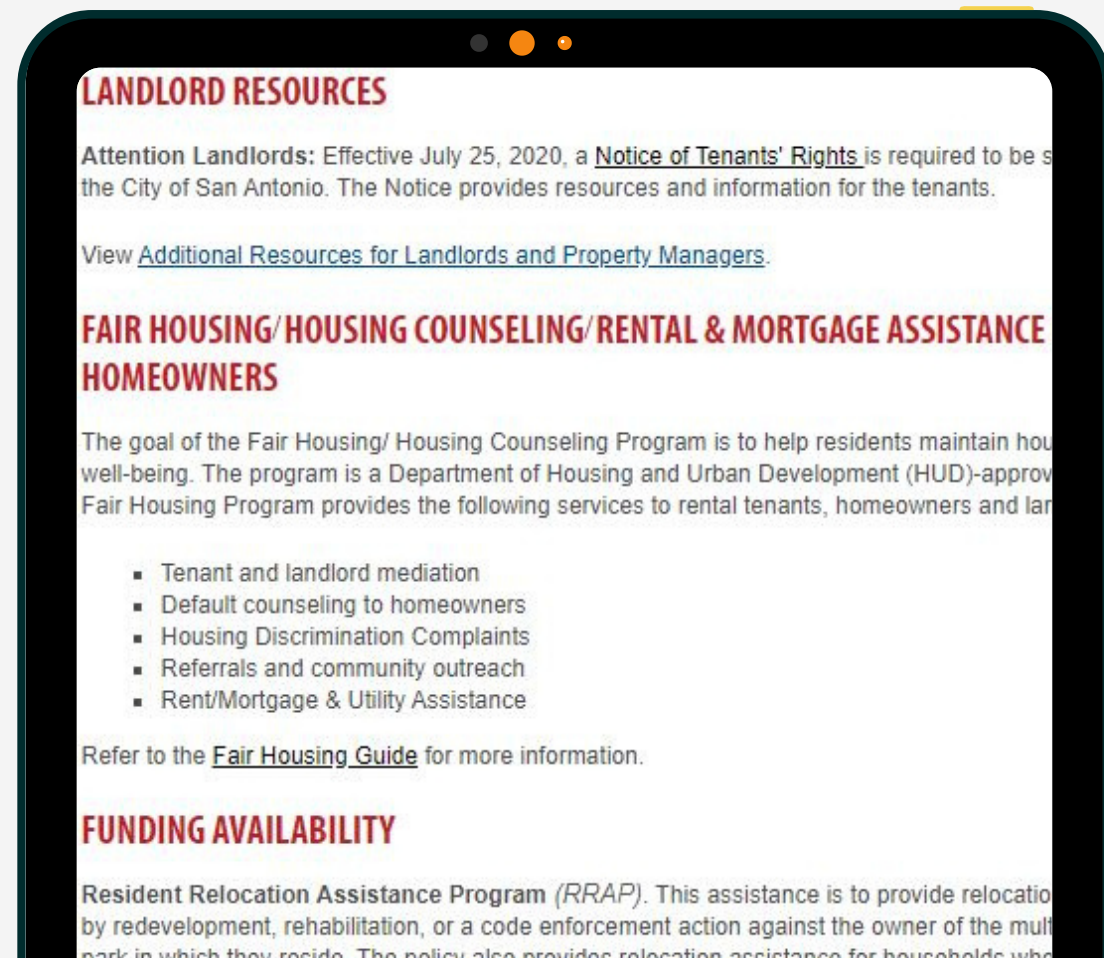
- Ensure the tenant understands a notice to vacate is not an eviction
- Encourage communication between both parties
- Provide uniform information to about resources for rent assistance, self-advocacy, and the eviction process



# Notice of Tenants' Rights

## How to Access the Notice

- The form is available for download through the NHSD website <https://www.sanantonio.gov/NHSD/Programs/FairHousing>
- Pick up from NHSD at 1400 S. Flores
  - Call: 210-207-6459
- Available in multiple languages
- FAQ: <https://covid19.sanantonio.gov/files/assets/public/nhsd/tenants-rights/cosa-nhsd-noticerightsfaq-en.pdf>



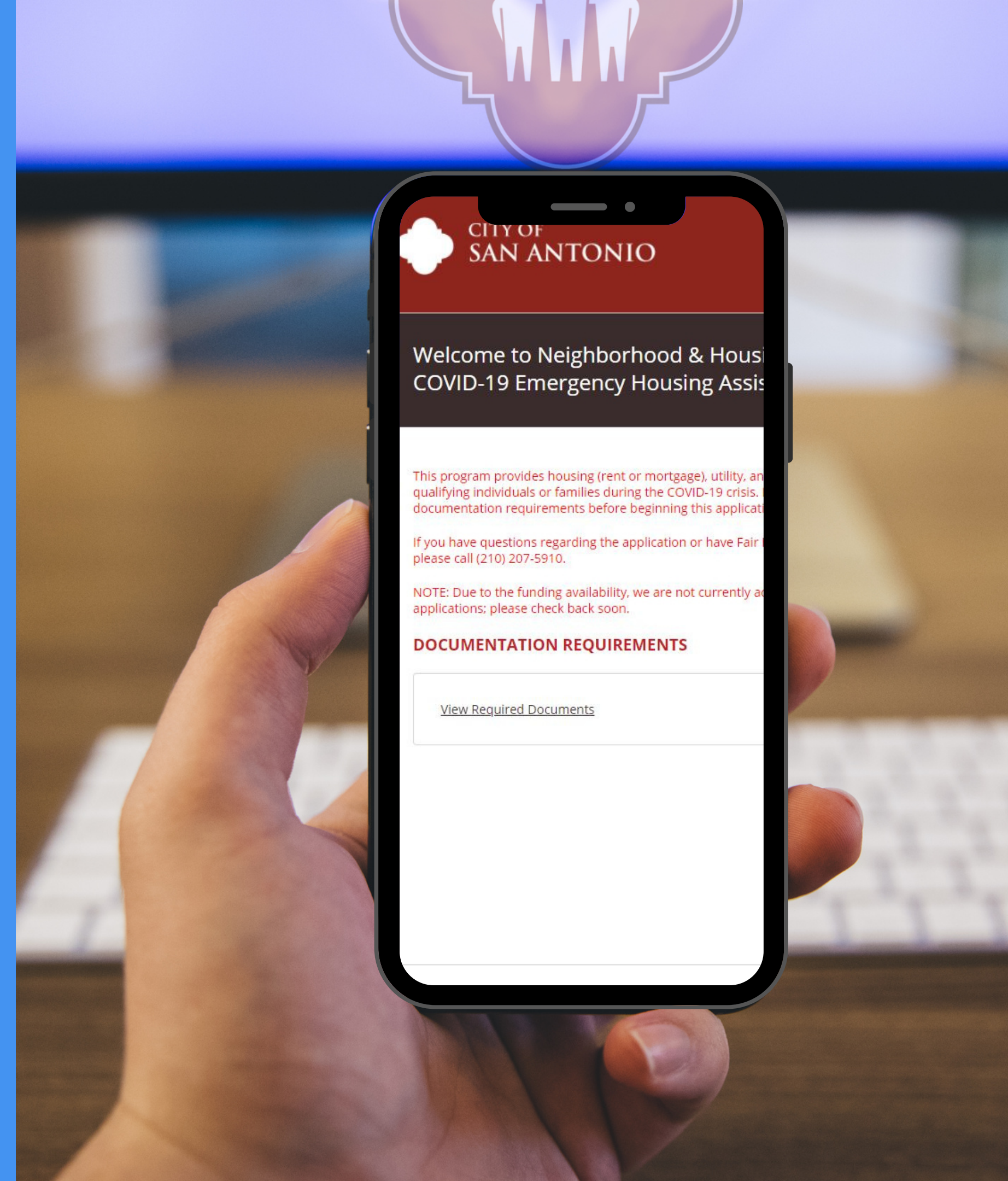
## Ordinance Enforcement

- First Offense is a warning
- Fines of \$500 – may have multiple citations
- Tenants or third parties can report possible violations to 311.
- Development Services Department will investigate the complaint and issue the warning or citation if necessary and a case will be filed in Municipal Court. It will be heard by an Administrative Hearing Officer.
- City staff will sample filing information from the JP Courts each month and forward cases of non-compliance to DSD.








# HOW TO APPLY




Anabel Marroquin Villa,  
*EHAP Special Projects Manager*

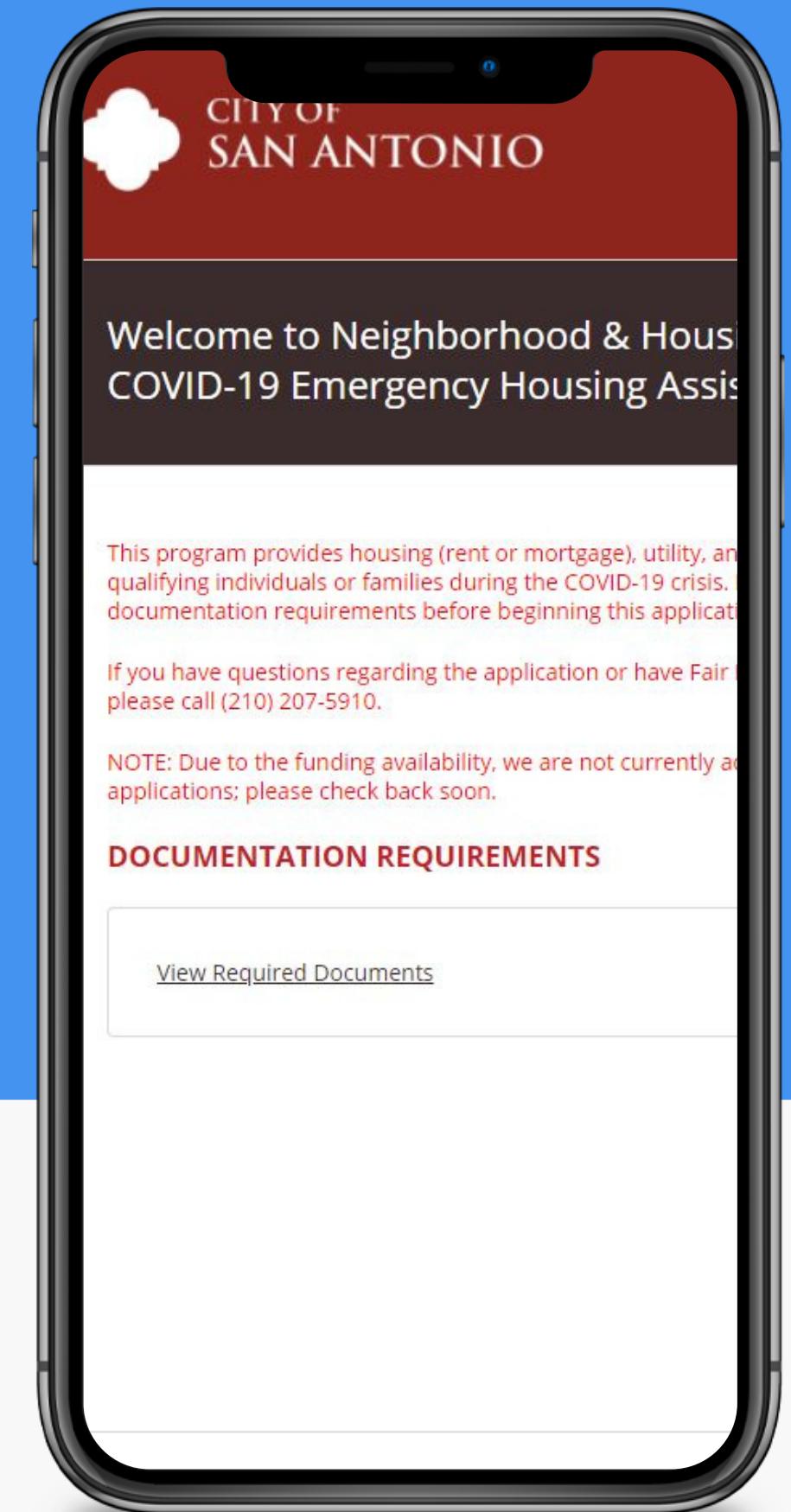


# Documents Needed to Apply:

-  Identification
-  Two months income
-  Covid-19 related hardship
-  Lease Agreement
-  Landlord Contact Information

## Ready to Apply:

-  Fill out application and upload documents listed above
-  City staff will reach out upon review of your application
-  Payments made directly to landlords





# Ready to apply?

[covid19.sanantonio.gov/Services/Rent-and-Mortgage-Help-Housing](https://covid19.sanantonio.gov/Services/Rent-and-Mortgage-Help-Housing)

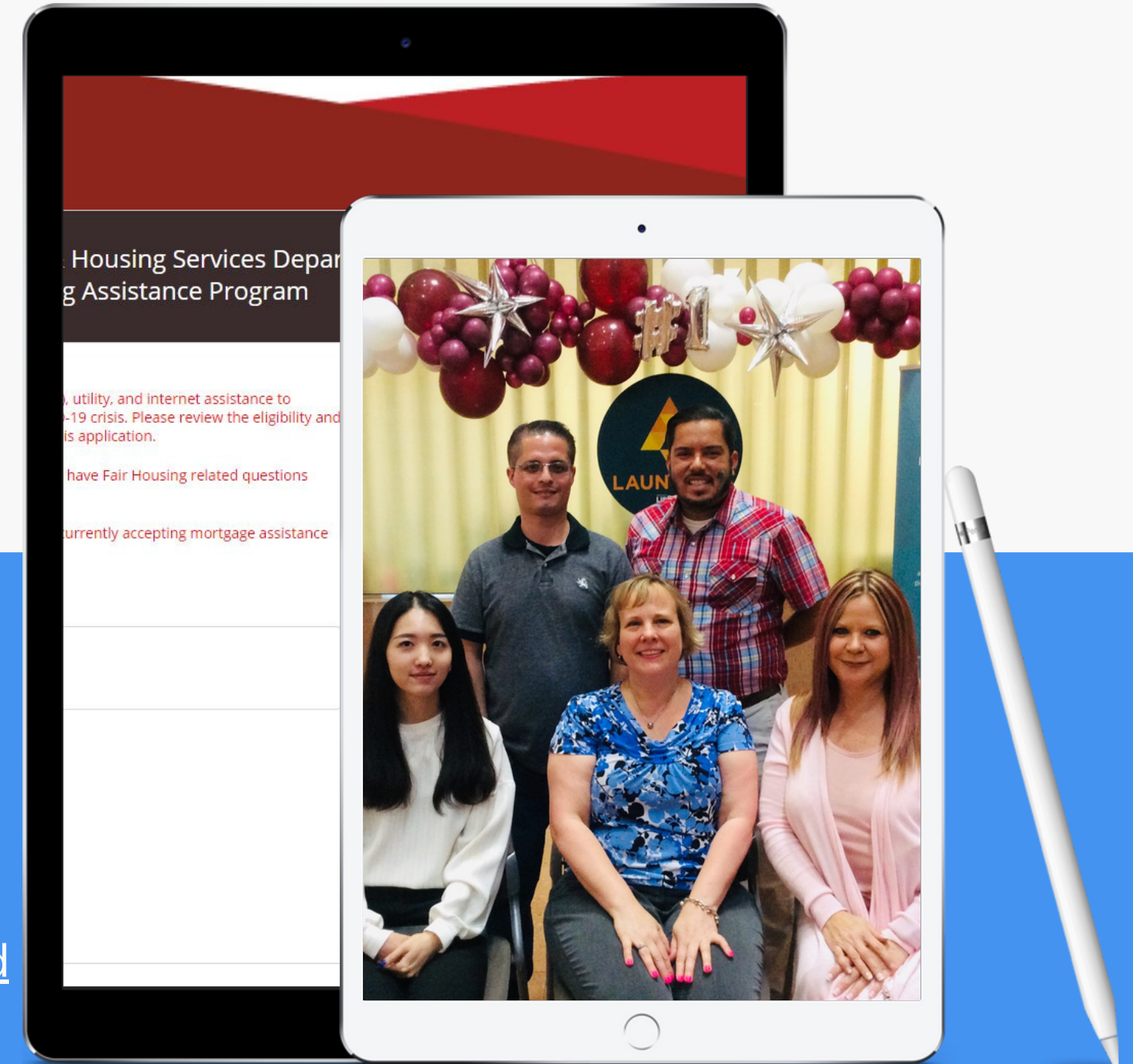
## HELPFUL LINKS

List of Documents:

[www.sanantonio.gov/Portals/0/Files/NHSD/Programs/FairHousing/RequiredDocsForAssistance.pdf](https://www.sanantonio.gov/Portals/0/Files/NHSD/Programs/FairHousing/RequiredDocsForAssistance.pdf)

Process to Apply FAQ:

[covid19.sanantonio.gov/files/assets/public/nhsd/ehap-faq.pdf](https://covid19.sanantonio.gov/files/assets/public/nhsd/ehap-faq.pdf)



# Additional Resources



## San Antonio Emergency Housing Assistance Program (EHAP)

Assists with paying rent and utilities for city and county residents. Only rental assistance currently. There is help to fill out applications provided by calling The Health Collaborative.

Online Application Here

311 or (210) 207-5910

For EHAP Application Assistance

Email: [info@healthcollaborative.net](mailto:info@healthcollaborative.net)

210-481-2573 ext 101

## Texas Rent Relief

Assists with paying rent and utilities

Online application: [www.texasrentrelief.com](http://www.texasrentrelief.com)

1-833-989-7368

## Texas RioGrande Legal Aid

Assists with legal aid services for those experiencing eviction and housing issues

Website: [www.trla.org](http://www.trla.org)

(210) 212-3703

## City's Eviction Courts Team

Assists with housing navigation services for those facing eviction with City staff present at the Justice of the Peace Courts—which hold eviction hearings—Monday to Friday from 8 am to 5 pm.

E-mail: [evictionhelp@sanantonio.gov](mailto:evictionhelp@sanantonio.gov)

311 or (210) 207-5910





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# QUESTIONS?

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